

Development Services Department Secret Shopper Program

Website Instructions

Preparing to Shop

- Prepare Secret Shopper feedback forms prior to visiting us on the web; annotate the date and time, the portion of the website you plan to visit, and the business you need to conduct

Visiting the website

- Visit the Department website any time, at your convenience
- Conduct business as you normally would
- If you cannot conduct your business on the web for any reason, please complete as much of the web visit feedback form as possible
- Contact 207-1111, option 9, and complete the phone call feedback form

Complete the feedback form

- Complete the feedback form during your visit or immediately afterward
- Please write legibly using clear and concise statements
- Please provide as much information as possible concerning your experience
- Bring your feedback forms with you to the next Secret Shopper meeting
- Please target one area/division per feedback survey

Be objective

- Report in a factual manner based on direct observations during your call
- Report specific behaviors and instances instead of personal opinion or speculation
- Report in a manner that will positively contribute to the continuous improvement efforts of our department
- Please note customer-pleasing elements, best practices, or recommendations for further improvement

Considerations

- Honest feedback, both positive and negative, is valuable to the department
- For areas you rate as Fair, Poor or Unacceptable, please be sure to complete the Additional Comment portion of the feedback form